
UNDERSTANDING THE INFLUENCE OF ORGANIZATIONAL CULTURE ON EMPLOYEE SATISFACTION AND RETENTION

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Mentored by : Dr.Vishwas Rao and
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PROJECT OVERVIEW

PROJECT EXPECTATIONS

1. Study of values & ethos of SVYM
 2. Understand the vision, mission, core values & development paradigm and how it is translated into everyday work-culture
 3. Develop survey questionnaire on satisfaction index & retention in relation to SVYM organization culture
 4. Analyze survey results & conclude
-

KEY DEFINITIONS

ORGANIZATIONAL CULTURE

“Organizational culture refers to a system of shared meaning held by members that distinguishes the organization from other organizations.” (Robbins & Judge, 2022, pg. 273)

EMPLOYEE ENGAGEMENT

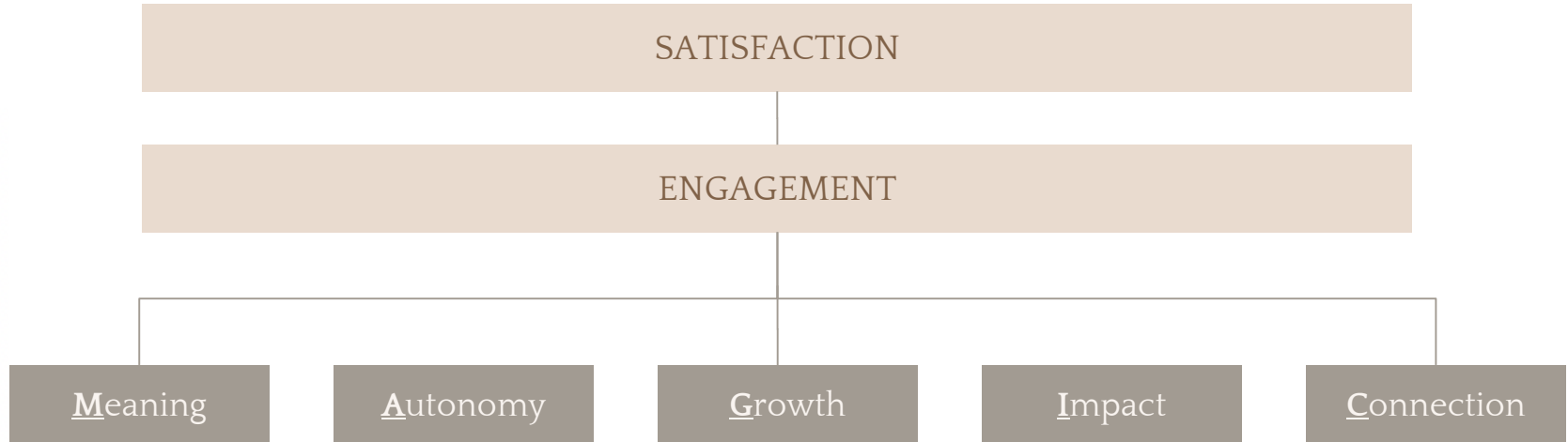
“Employee engagement is the emotional commitment the employee has to the organization and its goals” (Kruse, 2012, pg. 5)

ACTIVELY DISENGAGED

DISENGAGED

ENGAGED

SATISFACTION VS. ENGAGEMENT




2

SURVEY DESIGN

GOOGLE FORM

This survey was designed to better understand participants' general attitudes and perspectives about day-to-day operations at the individual level and their interaction with SVYM as a whole.



SVYM

HR Survey (SVYM-Cornell)

Dear Participant, / ಸಮೀಕ್ಷೆ ಯಲ್ಲಿ ಭಾಗಿಯಾಗುವವರೇ,

This survey aims to understand the influence of organizational culture on satisfaction index and employee retention. This survey is designed to better understand the general attitudes and perspectives about day-to-day operations at the individual level and your interaction with SVYM as a whole. The questionnaire will gauge your opinions on organization structure, learning and development, organizational culture and individual commitment through multiple choice, ranking based, and/or short answer questions.

ಈ ಸಮೀಕ್ಷೆ ಯು ಉದ್ಯೋಗಿಯ ವ್ಯಕ್ತಿಯ ಮಟ್ಟ ಮತ್ತು ಉದ್ಯೋಗಿಯು ಸಂಸ್ಥೆಯ ಯಾವುದೇ ಅಂಶಗಳಿಗೆ ಸಂಬಂಧಿಸಿದಂತೆ ಸಂಸ್ಥೆಯ ಪರಿಚಯ ಮತ್ತು ಅಭಿಮತಗಳನ್ನು ಅಳವಡಿಸಲು ಮತ್ತು ಸುಗಮವಾಗಿ ಮಾಡಲು ಕೋರಲಾಗಿದೆ. ಈ ಸಮೀಕ್ಷೆಯು ನಿಮ್ಮ ವಯಸ್ಸು, ಯೋಜನೆ ಮತ್ತು ಉದ್ಯೋಗಿಯ ನಿರೀಕ್ಷೆಗಳನ್ನು ಒಳಗೊಂಡಿರುವ ವಿವಿಧ ಅಂಶಗಳನ್ನು ಅಳವಡಿಸಲು ಮತ್ತು ನಿಮ್ಮ ಅಭಿಮತಗಳನ್ನು ಅಳವಡಿಸಲು ಸಹಾಯ ಮಾಡುತ್ತದೆ. ಪ್ರಶ್ನೆಗಳನ್ನು ಉತ್ತರಿಸಲು ಮತ್ತು ಸುಗಮವಾಗಿ ಮಾಡಲು ಕೋರಲಾಗಿದೆ. ಪರಿಚಯ ಮತ್ತು ಅಭಿಮತಗಳನ್ನು ಅಳವಡಿಸಲು ಮತ್ತು ಸುಗಮವಾಗಿ ಮಾಡಲು ಕೋರಲಾಗಿದೆ. ಪರಿಚಯ ಮತ್ತು ಅಭಿಮತಗಳನ್ನು ಅಳವಡಿಸಲು ಮತ್ತು ಸುಗಮವಾಗಿ ಮಾಡಲು ಕೋರಲಾಗಿದೆ. ಪರಿಚಯ ಮತ್ತು ಅಭಿಮತಗಳನ್ನು ಅಳವಡಿಸಲು ಮತ್ತು ಸುಗಮವಾಗಿ ಮಾಡಲು ಕೋರಲಾಗಿದೆ.

This study is being conducted by SVYM through the ILR Cornell Global Service Learning Program. Please read the following information to proceed to the next section. For any doubts please clarify with the location HR immediately.

SVYM ನಲ್ಲಿ ILR ಕಾರ್ನಿಂಗ್ ಲಿಂಗ್ವಿಸ್ಟಿಕ್ ಸರ್ವಿಸ್ ಲಿಂಗ್ವಿಸ್ಟಿಕ್ ಪ್ರೋಗ್ರಾಂನ ಮೂಲಕ ಈ ಅಧ್ಯಯನವನ್ನು ನಡೆಸಲಾಗುತ್ತಿದೆ. ಮೊದಲ ವಿಭಾಗಗಳ ಮೊದಲನೆಯ ದಯವಿಟ್ಟು ಕ್ಷಮೆಯುಂಟಾದಂತೆ ದಯವಿಟ್ಟು ಸಂದರ್ಶನಗಳಿಂದ ದೂರವಿಟ್ಟು ತಕ್ಷಣ HR ಸೆಂಟರ್‌ನಲ್ಲಿ ಸಹಾಯ ಮಾಡಲು ಕೋರಲಾಗಿದೆ.

Deadline for submissions: 12th July 2022

sr822@cornell.edu (not shared) [Switch account](#)

*** Required**

Privacy, Confidentiality, & Data Security:
All information that you provide will be kept confidential. There are no anticipated risks. Any identifying demographic information that will be requested is used only for Management Information Services & Internal usage only.

SURVEY PARTICIPATION

RESPONDENTS

441

POSSIBLE RESPONDENTS

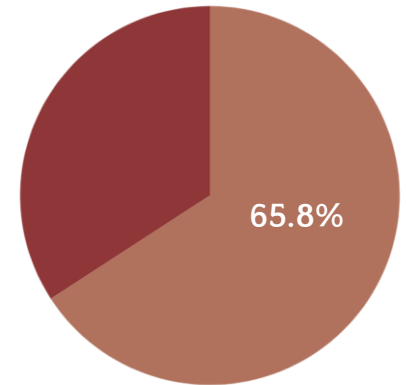
670

ADMINISTRATION PERIOD

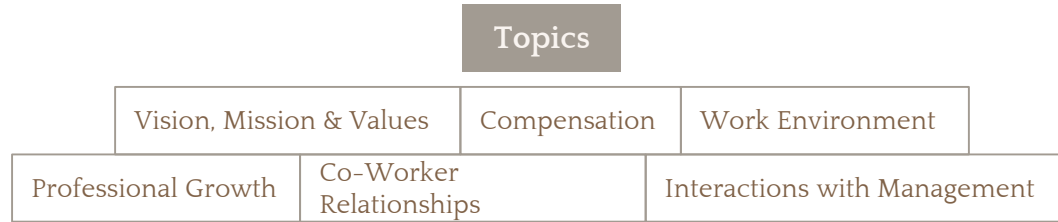
July 6th - July 14th

ADMINISTRATION METHOD

Online & Manual



SURVEY STRUCTURE



DEMOGRAPHIC

8 Questions

Measured through: Age, Education, Gender, Location, Sector, Employment Status, Pay Range, Years of Service at SVYM

CLOSE ENDED

41 Questions

4 MC & 36 4-point agreement scale (1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree)

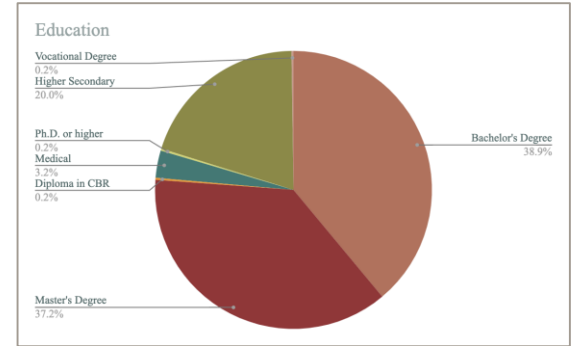
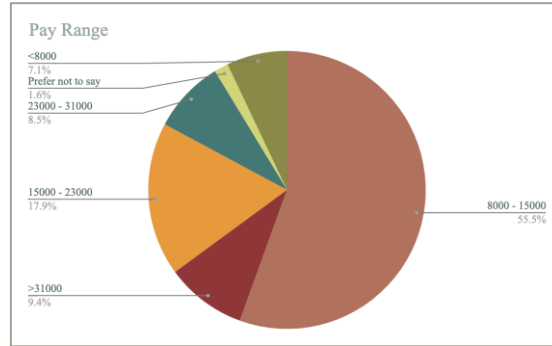
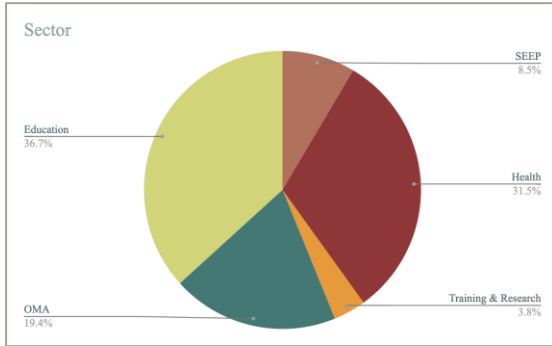
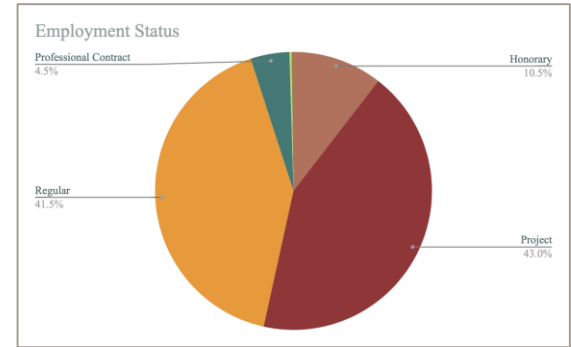
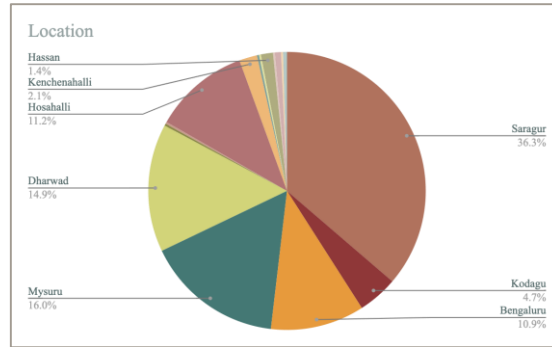
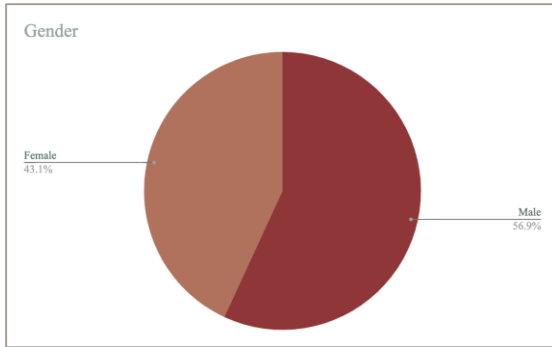
OPEN ENDED

8 Questions

Open-ended comment questions gauging what SVYM does well and/or needs to improve towards being a great place to work

3

KEY TRENDS

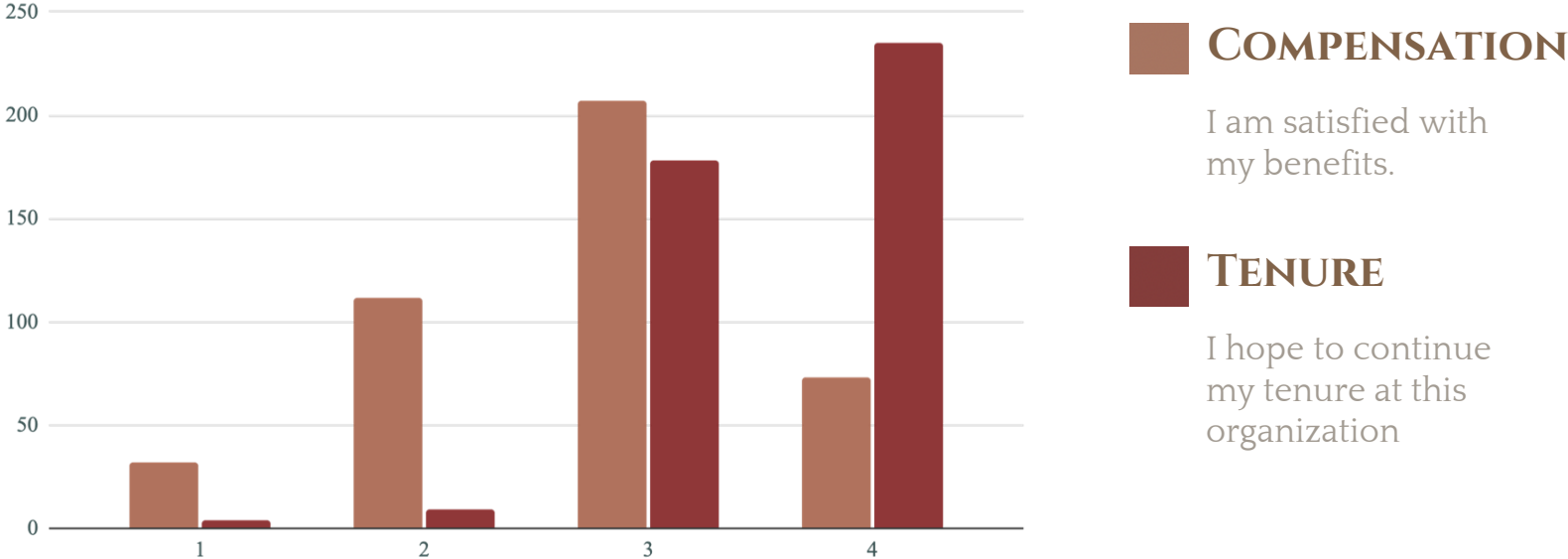


DEMOGRAPHIC INFORMATION

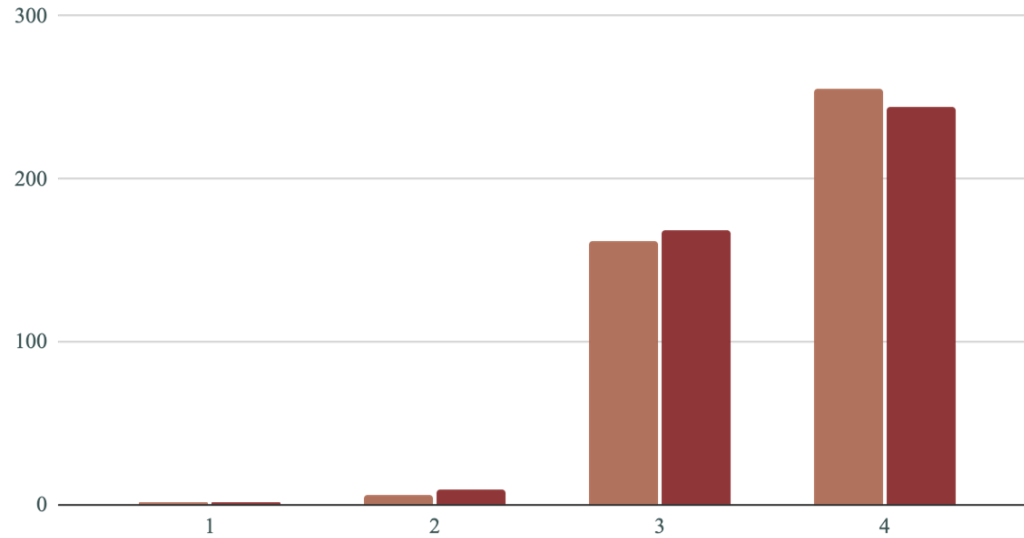
10 QUESTIONS

- 1** My work is stimulating, challenging, and rewarding.
- 2** I am satisfied with the extent to which my talents and expertise are being utilized.
- 3** I am satisfied with my benefits.
- 4** The organization allows me to have a healthy work-life balance.
- 5** My work aligns with the vision, mission and values of the organization
- 6** I hope to continue my tenure at this organization.
- 7** SVYM provides adequate opportunities for my professional growth.
- 8** I would recommend SVYM as a great place to work.
- 9** I am provided with all the trainings, tools, and resources necessary for me to perform my job.
- 10** The management acknowledges and makes changes based on my suggestions and feedback.

COMPARISON: QUES. 3 & 6



COMPARISON: QUES. 5 & 8



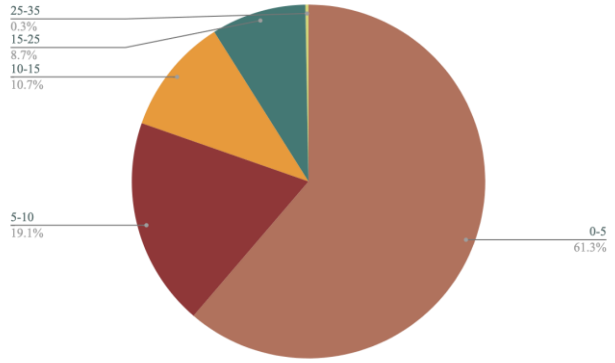
CORE VALUES

My work aligns with the vision, mission and values of the organization

WORK ENVIRONMENT

I would recommend SVYM as a great place to work.

EMPLOYEE RETENTION (TENURE)



1ST

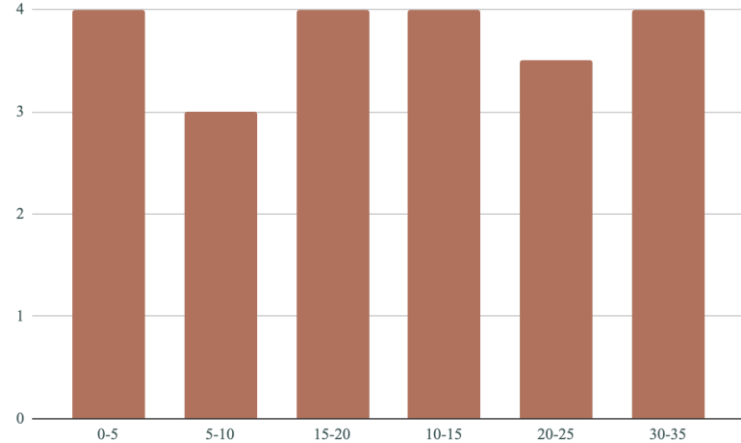
TENURE RANGE: 0-5

Highest number of responses: **212**

2ND

TENURE RANGE: 5-10

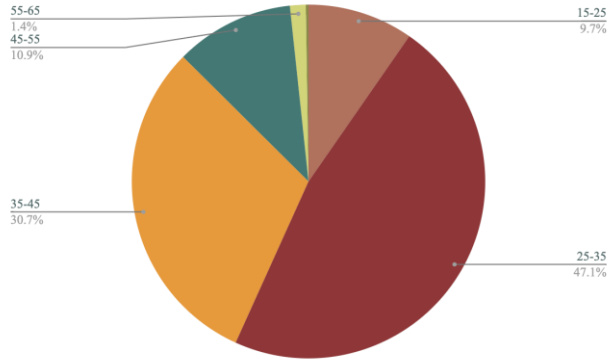
Second highest number of responses: **66**



COMPARISON

Variables taken into account: Years of Service and "I hope to continue my tenure at this organization (SVYM)"

EMPLOYEE RETENTION (AGE)



1ST

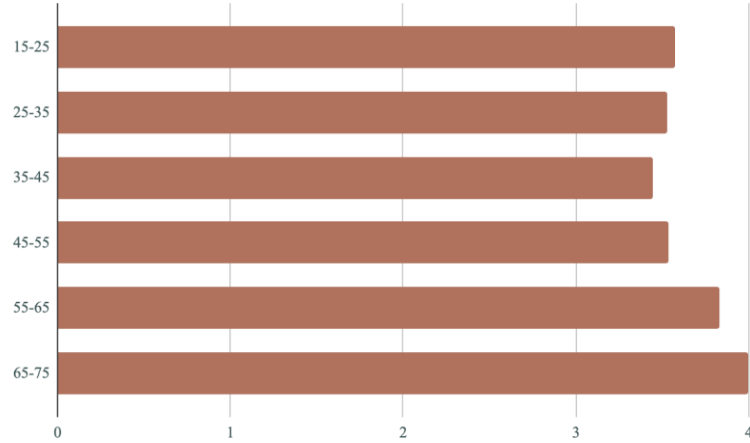
AGE RANGE: 25-35

Highest number of responses: **195**

2ND

AGE RANGE: 35-45

Second highest number of responses: **127**



COMPARISON

Variables taken into account: Age and "I hope to continue my tenure at this organization (SVYM)"

OPEN ENDED FEEDBACK - POSITIVES

TOP TWO:

SERVICE

Targets long-term growth (e.g., quality of service)

FIELD WORK

Targets long-term growth (specifically, learning & development)



Please list what is most satisfying about your job and/or SVYM.

OPEN ENDED FEEDBACK - IMPROVEMENTS

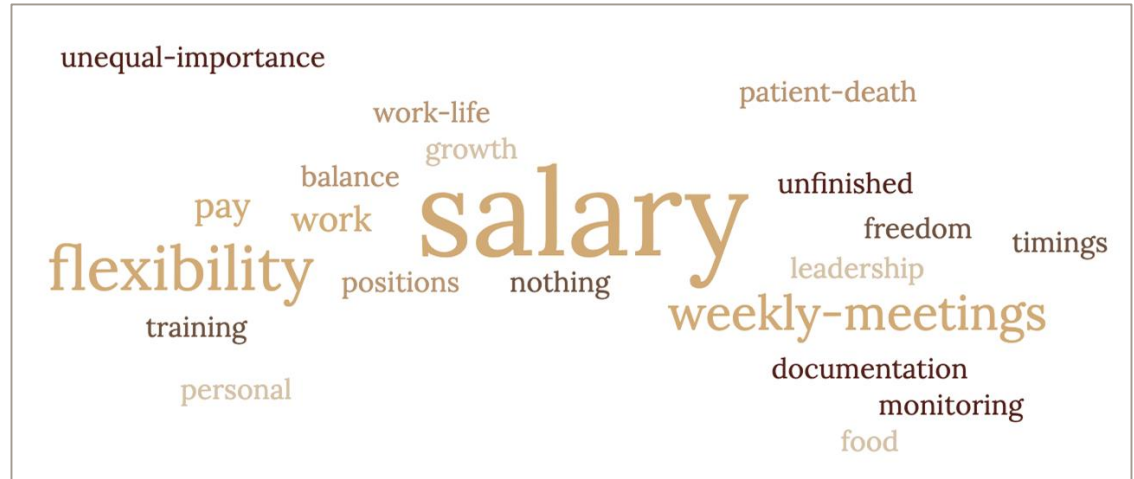
TOP TWO:

SALARY

Deals with day-to-day issues at the individual level (specifically, payroll)

FLEXIBILITY

Targets long-term issues (e.g., organization structure and learning & development)



What is something you think SVYM needs to improve towards being a great place to work?

4

PROPOSED CHANGES

NEXT STEPS



Conduct Survey

To determine level of engagement and retention

Found key areas improvement around satisfaction and retention

Understand Results



Address Concerns

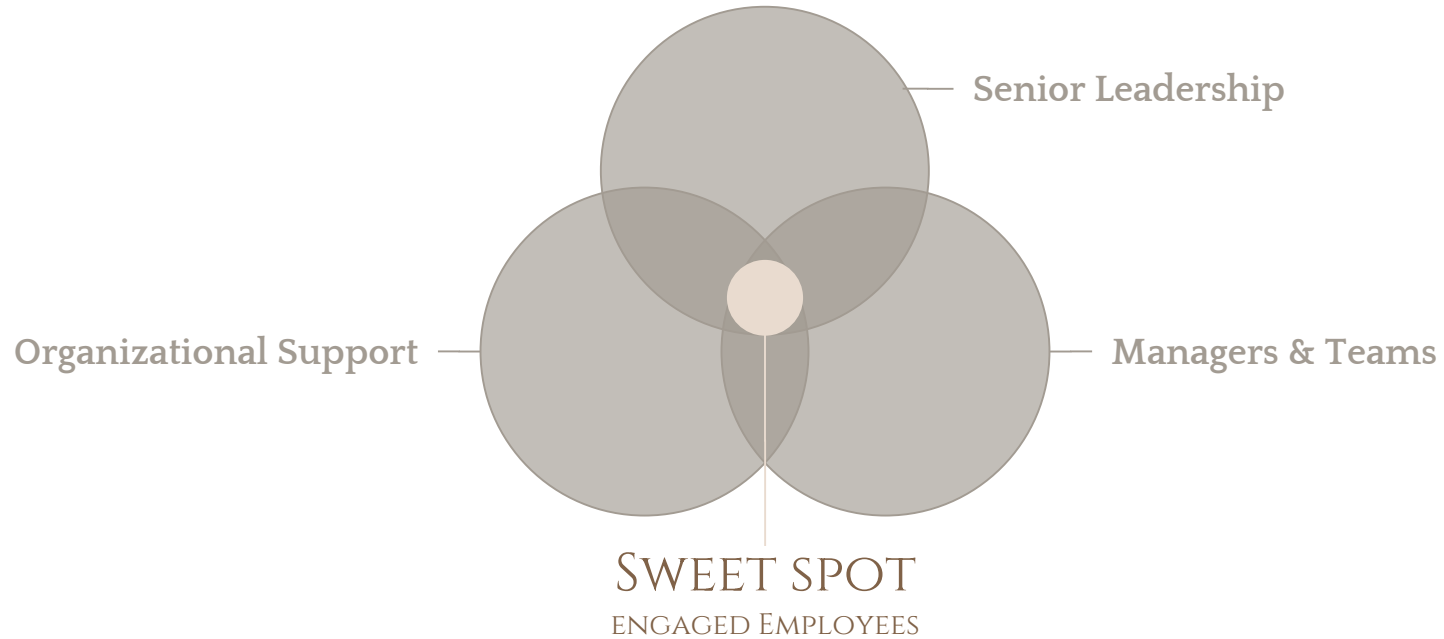
SVYM needs to address key concerns to improve organizational culture

Continuously listen to employees' needs and check if changes are effective

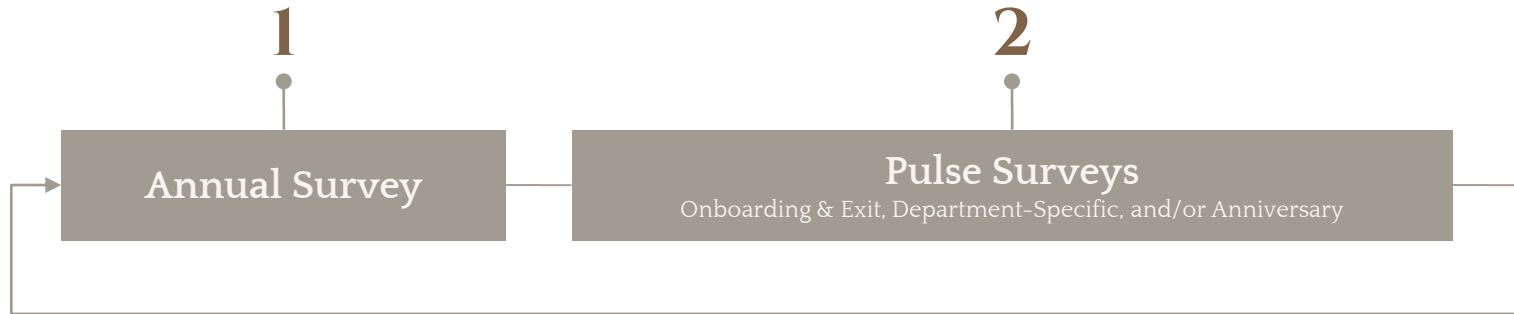
Measure Again



ADDRESSING CONCERNS



YEAR-LONG FEEDBACK



5

FINAL REFLECTION

CHALLENGES



KANNADA TRANSLATION

Finding alternatives for Kannada translation on the Google Form



INFORMATION SESSIONS

Providing more clarity on how to answer online survey questions



STATISTICAL ANALYSIS

Conducting comprehensive statistical analysis with changed data

PERSONAL LEARNING

Here is a list of the top three things I learned after taking part in this program:

- Importance of communication
- Establishing genuine connections
- Practical techniques and skills

And the most important lesson: embrace opportunities to try something new!



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ACKNOWLEDGEMENTS

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The ILR School

- 1) Donna Ramil - Associate Director, ILR International Programs
- 2) Anne Bugayong - Teaching Assistant, ILR India Global Service Learning Program



SVYM

- 1) Ms. Cauvery P D - Mentor and Volunteer, HR Department
- 2) Dr. Vishwas V. Rao - Honorary Director, SVYM Administration
- 3) Dr. Rekha - Director, Vivekananda Institute of Indian Studies (VIIS)



India-GSL Cohort



THANK YOU!

Do you have any questions?

Please reach out for additional information:
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